

Van Buren Community Mental Health No Show and Cancellation Policy

Van Buren Community Mental Health (VBCMH) is committed to providing our clients with excellent quality care. When a person/family cancels an appointment without giving enough notice or just doesn't come in for their scheduled appointment, it keeps other people from being seen. We do understand that sometimes things come up and appointments can't be kept. When that happens, we ask for as much notice as possible.

It's important for you to know that if you have a pattern of missed appointments (for example, you miss 2 appointments in 6 weeks or have 2 no shows in a row), services could be at risk and your case could be closed. You may have your length of appointment shortened to 30 minutes until you attend two sessions in a row. You should also know that if you are closed from therapy, you may also be closed from other services such as med clinic. Whether your case is opened or closed, you will always have access to emergency services should you need them.

Please know that VBCMH will do everything we can to schedule times that are convenient for you. We will also make reminder calls because we know that life can get busy and appointments might be forgotten. If for some reason we need to cancel an appointment with you, we will do our best to give you 24-hour notice if at all possible. Appointments cancelled by VBCMH will not be counted against you.

If you are having trouble getting to your appointments, please let us know as we may be able to help.

Phone: 269.657.5574 or 269.637.5297
24-hour crisis line: 1.800.922.1418